

**TEXAS DEPARTMENT OF CRIMINAL JUSTICE
JOB DESCRIPTION**

POSITION TITLE: TELECOMMUNICATIONS SPECIALIST II -
Telephone Technician

SALARY GROUP: B18

DEPARTMENT: Communications

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CERTIFICATION: I certify that, to my knowledge, this is an accurate and complete description of the essential functions and the conditions required for this position.

APPROVED BY: Joe Miles DATE: 01/27/2015

POSITION #: 046022

I. JOB SUMMARY

Performs routine telecommunications work. Work involves diagnosing and resolving voice and data telecommunications problems; and installing and operating telecommunications components. Works under moderate supervision with limited latitude for the use of initiative and independent judgment.

II. ESSENTIAL FUNCTIONS

- A. Receives and responds to reports of trouble related to telecommunications and data equipment; uses electronic testing equipment to diagnose and solve telecommunications problems; and repairs, tests, and installs telecommunications components to include cable and wiring and PBX systems.
- B. Maintains liaison with component vendors for proper operation and maintenance of equipment; provides technical guidance and assistance with telecommunications problems and issues; and maintains records of systems performance and operations and equipment inventory.
- C. Performs systems moves and changes internally and by remote access; and coordinates and prepares reports supporting operation and planning of telecommunications systems.
- * Performs a variety of marginal duties not listed, to be determined and assigned as needed.

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III. MINIMUM QUALIFICATIONS

A. Education, Experience, and Training

1. Bachelor's degree from a college or university accredited by an organization recognized by the Council for Higher Education Accreditation (CHEA) or by the United States Department of Education (USDE). Major course work in Computer Science, Management Information Systems, Electronic Engineering, Telecommunications Management, or a related field preferred. Each year of experience as described below in excess of the required two years may be substituted for thirty semester hours from an accredited college or university on a year-for-year basis.
2. Two years full-time, wage-earning experience in installation, maintenance, programming, and repair of telephone and PBX telecommunication systems to include cable splicing, cable and wiring installation, and remote programming moves and changes on electronic key and digital PBX systems.

B. Knowledge and Skills

1. Knowledge of data processing and telecommunications principles, equipment, procedures, terminology, standards, and wiring technologies.
2. Knowledge of Federal Communication Commission regulations, policies, and procedures.
3. Knowledge of agency and departmental organizational structure, policies, procedures, rules, and regulations preferred.
4. Skill to communicate ideas and instructions clearly and concisely.
5. Skill to coordinate with other staff, departments, officials, agencies, organizations, and the public.
6. Skill in the use of computer and related equipment in a stand-alone or local area network environment.
7. Skill to interpret and apply rules, regulations, policies, and procedures.
8. Skill in problem-solving techniques.
9. Skill to review technical data and prepare technical reports.
10. Skill in the use of telecommunications test equipment.

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11. Skill to diagnose and resolve telecommunication problems.

12. Skill to coordinate, install, operate, and test telecommunication equipment.

IV. ADDITIONAL REQUIREMENTS WITH OR WITHOUT REASONABLE ACCOMMODATION

- A. Ability to walk, stand, sit, kneel, push, stoop, reach above the shoulder, grasp, pull, bend repeatedly, climb stairs and ladders, identify colors, hear with aid, see, write, count, read, speak, analyze, alphabetize, lift and carry 45 lbs. and over, perceive depth, operate a motor vehicle, and operate motor equipment.
- B. Conditions include working inside and outside, working around machines with moving parts and moving objects, radiant and electrical energy, working closely with others, working alone, working protracted or irregular hours, excessive heat, cold, humidity, dampness and chill, dry atmosphere, dust, fumes, grease, oils, solvents, working at heights, working on ladders or scaffolding, vibration, and traveling by car, van, bus, and airplane.
- C. Equipment (machines, tools, devices) used in performing only the essential functions include computer and related equipment, typewriter, calculator, copier, fax machine, drill, screwdrivers, staple gun, volt ohmmeter, pliers, cable locator, fault locator, telephone test set, telephone, and automobile.